WFM 101

WFM Abbreviations

F.T.E - Full Time Employment (Ops) | Full Time Equivalent (RTA)

PCA - percentage of calls answered

SLA - Service Level Agreement

CAR - Call Abandon Rate

AHT - Average handling time

BPO - Business Process Outsourcing

IVR - Integrated Voice Response

ACD - Auto Call Distributor

ASA - Average speed of answer

CCP - Customer contact program

Definitions

Shrinkage - Any unplanned absence e.g: system issues.

Attrition - They are our leavers of the campaign. E.g. Promoted internally , Being dismissed. Resignations.

Optimizing - The scheduling of lunches and breaks

Mission control - The command centre of control, monitor and support of a BPO.

5 Points that explain a RTA ROLE:

- Optimizing Schedules
- Ensuring Agent productivity
- Ensuring that the operation is running smoothly
- Real Time adherence
- Flagging Major system issues

5 important factors that explain SERVICE LEVEL DECREASE?

- Absence
- Increased call volume that we hadn't forecasted
- Unforeseen situations such as system issues
- When we have too many people on lunch and breaks at once
- High/long AHT

Calculations

AHT (Avg Handling Time) =

$$\frac{\text{Talk time + Hold time + After call}}{\text{Amount of calls taken for the day}} \times 100$$

ABSENCE =

$$\frac{\text{No. of people absent for the day}}{\text{No. of people scheduled to work}} \times 100$$

ATTRITION =

No. of leavers

——————————————— ×100

Current FTE (Head Count)

SHRINKAGE =

Agents needed to take calls

——————————————— ×100

Number of agents available

Interview Prep 101

Prioritization question (You already have a deadline – Ops asks you to do another thing…)

- Ask whether you should drop current prioritized task and focus on the new one.

Strengths vs Weaknesses

- Try make them opposites